COVID-19 Emergency Operations Center

SOP No: MS-177
Date of Last Revision: 06/12/22

Standard Operating Procedure
Staffing Plan

Subject: Staffing Plan for Medical Shelter Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on developing a staffing plan for Site Management at Medical Shelter sites.

2. Procedures

- **Staffing Strategy**
  While some staffing will be dependent upon census size and needs, the general approach is to ensure some staffing redundancy to account for any life events that challenge a full shift occupancy: outbreaks amongst staff, general sickness, traffic collisions, family emergencies etc.

- **Scheduling**
  - **Shifts:** Site Management will generally offer 3 different shifts times that allow for each site manager to have five 8-hour shifts during a week:
    - Shift A – Graveyard: 12:00am – 8:00am
    - Shift B – Day Shift: 8:00am – 4:00pm
    - Shift C – Night Shift: 4:00p – 12:00am
    - *Note: It may be beneficial to offer some 10-hour shifts, depending upon scheduling needs.

  - **Staffing**: Plan for between 2-3 managers per shift with the exception of graveyard which should only require one site manager for any issues that arise overnight.

- **Scheduling:** Schedule shifts to overlap by 15-30 minutes to ensure shift reporting and important news can be transferred from outgoing shift to incoming shift.
  - Example: Shift 1 = 8:00am – 4:00p
    Shift 2 = 4:00pm – 12:00a

    Shift 1 will wait for 15-30 minutes after their shift to allow for updates to Shift 2 ; Shift 2 will arrive 15 – 30 minutes earlier to allow for updates.

Example:

SHIFT SCHEDULES

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Site A

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6	7
	Morning Shift						
DAY 8:00a - 4:00p	Site Director	Site Director	Site Director	Site Director	Site Director		
	Shift A_01	Shift A_01	Shift A_01			Shift A_01	Shift A_01
		Shift A_02	Shift A_02	Shift A_02	Shift A_02	Shift A_02	On Call Support
	Swing Shift						
SWING 3:30p - 12:00a		Shift C_03	Shift C_03	Shift C_03	Shift C_03	Shift C_03	
	Shift B_01			Shift B_01	Shift B_01	Shift B_01	Shift B_01
	Shift B_02 (2p-12a)	Shift B_02 (2p-12a)	Shift B_02 (2p-12a)				Shift B_02 (2p-12a)

*No Graveyard

Site B

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6	7
	Morning Shift						
1 Site Director/ 2 Site Managers		Site Director	Site Director	Site Director	Site Director	Site Director	
	Shift A_01	Shift A_01	Shift A_01	Shift A_01	Shift A_01		
	Shift A_02	Shift A_02	Shift A_02			Shift A_02	Shift A_02
				Shift A_03	Shift A_03	Shift A_03	Shift A_03
	Swing Shift						
2 Site Managers	Shift B_01	Shift B_01	Shift B_01	Shift B_01	Shift B_01		
	Shift B_02			Shift B_02	Shift B_02	Shift B_02	Shift B_02
	Graveyard Shift						
1 Site Manager	Shift C_01	Shift C_01	Shift C_01			Shift C_01	Shift C_01

- **Emergency Scheduling:** If an outbreak should occur on site and require at-home isolation amongst operations team, arrange for Admin staff members to support on-site operations in a triage fashion as much as can be accomplished.